

FIRE DISPATCHER SUPERVISOR

DEFINITION

To supervise, oversee and participate in receiving, evaluating and responding to incoming requests for emergency and non emergency Fire Department responses; transmit messages via radio, phone lines and data terminals; dispatch appropriate fire and/or medical units to the incident according to prescribed procedures; maintain necessary communication with units in the field.

DISTINGUISHING CHARACTERISTICS

The supervisor level recognizes positions that perform full, first-line supervisory responsibilities including planning, assigning and evaluating the work of subordinates and are responsible for work units within a section or department.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Fire Communications Manager.

Exercises direct supervision over assigned staff.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Supervise, direct, participate and oversee incoming requests for fire and emergency medical service; receive, evaluate, transmit, and respond to messages via radio, 911 emergency phone lines and data terminals; determine nature and location of emergency, determine priority and dispatch appropriate fire and/or medical units to the incident according to prescribed procedures; maintain contact, status, and location of all Fire Department units and provide radio communications with units in the field.

Supervise, assign, and review the work of assigned staff.

Review and evaluate employees work performance; work with employees to correct deficiencies; implement discipline procedures as directed.

Participate in the selection of staff and provide or coordinate staff training in work procedures; coordination of work schedules.

Assist in the evaluation of operations and activities of assigned responsibilities; recommend and implement improvements and modifications for work methods and procedures; recommend and assist in the implementation of goals and objectives.

Assist in budget preparation regarding anticipated equipment, material and supply requirements and directs the requisitioning of materials, supplies and equipment for communications center; order, pick up, and deliver supplies; ensure adequate supply inventory.

Monitor display screens for dispatch status information; monitor CAD system for adequacy of response; monitor dispatch screen for correct status of fire equipment and other apparatus.

Coordinate emergency calls and relay information and assistance request involving other law enforcement and fire fighting agencies.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform other duties related to this position.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Methods and practices for emergency dispatch operation.

Principles and practices of supervision, training and performance evaluation.

Rules, regulations and response terminology for emergency dispatch operation.

Geographic features and boundaries of the Chula Vista area.

Principles and practices of supervision and training.

Report preparation.

Principles and practices of assigning and reviewing the work of others.

English usage, spelling, grammar, and punctuation.

Computerized data entry and retrieval systems used in emergency dispatch communication and operations.

Principles and practices of conflict resolution.

#### Ability to:

Effectively operate the computer-aided dispatch telecommunications system, video display terminals, radio dispatching consoles, and associated equipment

Plan, assign, direct, and supervise the work of subordinates.

Train, motivate, and evaluate assigned staff.

Supervise and train subordinate staff in all phases of emergency telephone answering and dispatching.

Interpret Rules and procedures for response to various types of emergencies.

Prepare reports and keep records.

Plan, assign, and review the work of assigned staff.

Make sound judgments and decisions within established guidelines.

Attend to multiple activities and sources of input simultaneously during stressful situations.

Obtain complete and accurate information from individuals who during emergency situations may be emotionally distraught, angry or difficult to understand.

Remain calm and make rapid and sound independent judgments in stressful emergency situations.

Read and interpret street maps.

Analyze and evaluate emergency situations as required to prioritize calls and to anticipate/determine the needs of responding personnel.

Make sound decisions using available information.

Read and interpret rules, regulations, policies, and procedures.

While handling critical incident calls, accomplish tasks in a controlled, effective manner.

Accomplish task in a controlled, effective manner, including while handling critical incident calls.

Workdays, evenings, and nights, rotating shifts, weekends, and holidays as needed.

Type at a speed of at least 40 NWPM.

Communicate clearly and concisely, both orally and in writing.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of education and/or experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible journey level experience in a public safety communications center including one year of supervisory or lead responsibility

Training:

Equivalent to the completion of the twelfth grade supplemented by training in conflict resolution, leadership or related area.

License or Certificate

Possession of a valid Cardiopulmonary Resuscitation (CPR) certificate is highly desirable.

Possession of a valid certification from the National Academy of Emergency Medical Dispatch (NAEMD) is highly desirable or must be obtained within two months of hire through city provided training.

PHYSICAL DEMANDS

On a continuous basis, sit at a communications console for prolonged periods of time. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; wear a telephone headset and be able to hear, distinguish and understand voices with fore and background noise presents; verbally communicate effectively with other individuals over the radio or telephone; visually able to read and work on video display terminals simultaneously.

WORKING ENVIRONMENT

Primary work is performed indoors in a carpeted and air-conditioned office environment at a communications console having a computer display terminal. Work is generally performed in an area with fluorescent lighting and moderate noise level. Some movement is required from office to office and there is exposure to the external environment when going to outlying offices.

12/03